



Care Setting Process Improvement Tool : Care Homes



Functional Area: _____ Start Date: _____ Overall Auditors: _____

Module: Infection Prevention and Control Management

Date: _____ Auditors: _____

Standard: Infection prevention and control management is seen as an integral part of the overall business of the Care Home and is afforded high priority.

Question Set: Infection Prevention and Control Management - General Management

Observation: 1

	Question	Guidance	Yes	No	N/A	Comment
1	Is there a named lead person responsible for infection prevention and control? (12, 77, 78, 82)	Ask who the lead person is. This may be a link nurse.				
2	Does the job description of the named lead person outline responsibilities in respect of infection prevention and control? (12, 77, 78, 82)	Review the job description. Check for items such as audit, action plan for risk, education, surveillance				
3	Are there up to date local contact telephone numbers available to obtain advice pertaining to infection prevention and control? (12, 13, 82)	Ask for the list of contact numbers. Check that they are the most up to date.			<input checked="" type="checkbox"/>	
4	Are infection prevention and control related topics agenda items at staff/business meetings? (12, 77, 78, 82)	Ask for minutes.			<input checked="" type="checkbox"/>	
5	Is there evidence of a process for reporting untoward incidents in relation to infection prevention and control? (12, 77, 78, 82)	Ask to see incident records.			<input checked="" type="checkbox"/>	
6	Is there evidence that audits have been undertaken and practice changed to improve infection prevention and control? (14)	Ask to see most recent audit and action plan. This must include hand hygiene audits.			<input checked="" type="checkbox"/>	
7	Can the person in charge (on any shift) state how they would manage an outbreak? (12, 13, 14)	Ask the person in charge to describe outbreak management procedures.			<input checked="" type="checkbox"/>	
8	Does the establishment have suitable equipment to clean carpets? (52, 85)	Check for a carpet cleaner/steamer			<input checked="" type="checkbox"/>	
9	Does the establishment have a colour coding system for cleaning equipment? (12, 85)	Check visually and ask staff member to describe the colour coding.			<input checked="" type="checkbox"/>	
10	Is there provision for the separate storage of domestic cleaning equipment? (12, 85)	Check that domestic cleaning equipment is stored in a dedicated area reserved for that use alone.			<input checked="" type="checkbox"/>	

Question Set Comments/Recommendations for Infection Prevention and Control Management - General Management



Care Setting Process Improvement Tool : Care Homes



Question Set: Infection Prevention and Control Management - Staff Health

Observation: 1

	Question	Guidance	Yes	No	N/A	Comment
1	Are staff offered immunisation in line with current national guidelines and an in house record kept? (12)	Randomly select two members of staff and ask whether their immunisation status has been assessed.			<input checked="" type="checkbox"/>	
2	Does the establishment have an exclusion from work policy for staff? (12, 13)	Ask two members of staff if they know about exclusion from work periods for gastrointestinal infection.			<input checked="" type="checkbox"/>	
3	Are staff aware of the procedure for managing an inoculation contamination injury? (20, 81)	Ask two members of staff to describe the procedure.			<input checked="" type="checkbox"/>	

Question Set Comments/Recommendations for Infection Prevention and Control Management - Staff Health

Question Set: Infection Prevention and Control Management - Staff Training

Observation: 1

	Question	Guidance	Yes	No	N/A	Comment
1	Is infection prevention and control included in all staff induction programmes? (12)	Check training includes: Hand Hygiene, PPE, Handling & Disposal of Sharps, Decontamination of Equipment, Management of blood/body fluid spillage, Waste, Specimen Handling.			<input checked="" type="checkbox"/>	
2	Have staff received mandatory training in infection prevention and control in line with local policy and training needs analysis? (77, 78, 82)	Check training records detail Infection prevention and control training.			<input checked="" type="checkbox"/>	
3	Is there a process in place to ensure all non attendees at mandatory training are followed up? (82)	Ask to see process for follow up of non attendees to mandatory training program.			<input checked="" type="checkbox"/>	
4	Is food hygiene training provided for all staff that handles or serves food? (12, 13, 72)	Ask to see training records.			<input checked="" type="checkbox"/>	
5	Do staff working in the laundry receive training on handling linen and laundry processes? (38)	Ask to see training records.			<input type="checkbox"/>	

Question Set Comments/Recommendations for Infection Prevention and Control Management - Staff Training

Question Set: Infection Prevention and Control Management - Guidelines / Policies

Observation: 1

	Question	Guidance	Yes	No	N/A	Comment
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Question Set: Infection Prevention and Control Management - Guidelines / Policies

Observation: 1

	Question	Guidance	Yes	No	N/A	Comment
1	Are up to date infection prevention and control policies and guidelines available and accessible by staff? (77, 78, 82)	Check staff can access guidelines and that all documents are dated within the last two years. Also check that the following are included: Hand hygiene, personal protective equipment, sharps handling and disposal, decontamination of equipment, management of blood/body fluid spillage, waste management.			<input checked="" type="checkbox"/>	
2	Are systems in place to risk assess the capability for cleaning furniture, curtains and blinds prior to their purchase? (12)	Ask to see guidelines for purchasing new equipment and evidence of risk assessment.			<input checked="" type="checkbox"/>	
3	Does the establishment have comprehensive written cleaning standards and procedures? (12)	Ask to see the cleaning programme and specifications. Check they include cleaning of rooms between residents or after a resident have recovered from an infectious illness.			<input checked="" type="checkbox"/>	
4	Are there clearly outlined staff responsibilities for cleaning dedicated areas/equipment? (77, 84, 85, 86, 95)	Identify who is responsible for cleaning specific pieces of equipment. Check cleaning schedule for details.			<input checked="" type="checkbox"/>	
5	Does the establishment undertake infection prevention and control risk assessment of each resident and is evidence of this documented within their care plan?	Check two resident care plans. Consider susceptible residents and any infection risks that their environment and other residents may pose to them.			<input checked="" type="checkbox"/>	

Question Set Comments/Recommendations for Infection Prevention and Control Management - Guidelines / Policies

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- 12 Department of Health (2006) Infection Control Guidance for Care Homes. London: Department of Health.
http://www.dh.gov.uk/prod_consum_dh/groups/dh_digitalassets/@dh/@en/documents/digitalasset/dh_4136384.pdf
- 13 National Public Health Service for Wales (2007) Infection Control Guidelines for Care Homes. The prevention and control of Healthcare associated infection in care homes.
[http://www2.nphs.wales.nhs.uk:8080/WHAIPODocs.nsf/61c1e930f9121fd080256f2a004937ed/5523c78f45f742ce80257305003d0e71/\\$FILE/Guidelines%20for%20Care%20Homes%20FINAL%20V9.doc.pdf](http://www2.nphs.wales.nhs.uk:8080/WHAIPODocs.nsf/61c1e930f9121fd080256f2a004937ed/5523c78f45f742ce80257305003d0e71/$FILE/Guidelines%20for%20Care%20Homes%20FINAL%20V9.doc.pdf)
- 14 Department of Health (2007) Essential Steps to safe, clean care. Reducing healthcare associated infections (HCAI) in primary care trusts, mental health trusts, learning disability organisations, independent healthcare facilities, care homes, hospices, GP practices and ambulance services. London: Department of Health.
www.clean-safe-care.nhs.uk/index.php?pid=8
- 20 Pratt RJ, Pellowe C, Wilson JA, Loveday HP, Harper PJ, Jones SRLJ, McDougall CM, Wilcox MH. (2007) Epic2: National Evidence Based Guidelines for preventing Healthcare-Associated Infection in NHS Hospitals in England. Journal of Hospital Infection. 65 (1) Supplement 1.
- 38 Department of Health NHS Executive (1995) Guidelines. Hospital Laundry Arrangements for Used and Infected Linen. HSG (95) 18. Department of Health
www.dh.gov.uk/en/publicationsandstatistics/lettersandcirculars/healthserviceguidelines/dh_4017865
- 52 The national specifications for cleanliness in the NHS: A framework for setting and measuring performance outcomes April 2007.
www.nrls.npsa.nhs.uk/resources/?EntryId45=59818
- 72 Regulation (European Commission) number 852/2004 of the European Parliament and of the Council of 29 April 2004 on the hygiene of foodstuffs
- 77 Standards - March 2008 Healthcare Associated Infection (HAI): Quality Improvement Scotland, 2008.
- 78 Draft Infection Prevention and Control Standards: A Consultation Document: Health Information and Quality Authority, Republic of Ireland 2009
- 81 Department of Health (1998) Guidance for Clinical Health Care Workers: Protection Against Infection with Blood-borne Virus Recommendations of the Expert Advisory Group on AIDS and the Advisory Group on Hepatitis
- 82 Department of Health (2009) Code of Practice for the NHS on the prevention and control of healthcare associated infections and related guidance: Department of Health.
- 84 Control of the Environment Policy and Procedure. In: Infection Control Team HPS, editor: NHS National Services Scotland, 2009
www.documents.hps.scot.nhs.uk/hai/infection-control/sicp/environment/mic-p-environment-2009-02.pdf
- 85 The NHS Cleaning Manual: NPSA, 2009
- 86 The NHS Scotland National Cleaning Services Specification. In: Force HAIT, editor: NHS National Services Scotland
www.scotland.gov.uk/Publications/2004/05/19319/36643
- 95 Management of Blood and Other Body Fluid Spillages Policy and Procedure. In: Infection Control Team HPS, editor: NHS National Services Scotland, 2009
www.documents.hps.scot.nhs.uk/hai/infection-control/sicp/spillages/mic-p-spillages-2009-02.pdf



Care Setting Process Improvement Tool : Care Homes



Module: Environment

Date: Auditors:

Standard: To reduce the risk of microbial contamination in every day practice and to ensure there is a managed environment that minimises the risk of cross infection to residents, staff and visitors.

Question Set: Environment - Reception Environment

Observation: 1

Room Function: Lobby/Reception/Entrance

Room No.: 1

Room:

	Question	Guidance	Yes	No	N/A	Comment
1	Is the environment visibly clean? (12, 15, 52)	Check walls, windows, ceilings, fans and light fittings are free from dust/debris/insects etc				
2	Is the environment free from any visible damage?	Check for flaking paint, damaged walls/ceilings/window frames and surfaces. Check for evidence of action taken to repair				
3	Is furniture made of impermeable and washable materials? (53)	Check furniture.				
4	Are all furnishings and fittings visibly clean? (52)	Check all areas are clean, behind and under surfaces.				
5	Are all furnishings and fittings in a good state of repair? (84, 85, 95)	Where there is damage, check for evidence of action taken to ensure repair or replacement.				
6	Are all surfaces smooth, impervious (for easy cleaning) and with coved edges? (20, 53, 80, 84)	Check all surfaces				
7	Is the floor visibly clean? (20, 52, 84, 85, 86)	Check the edges and corners are clean and free of dust and grit.				
8	Is the flooring in a good state of repair? (52, 53)	Check for rips and tears.				
9	Are curtains/blinds visibly clean? (52, 84, 85, 86)	Check curtains and blinds.				

Question Set Comments/Recommendations for Environment - Reception Environment

Question Set: Environment - Lounge Environment

Observation: 1

Room Function: Lounge/Living/Sitting Room

Room No.: 1

Room:

	Question	Guidance	Yes	No	N/A	Comment
1	Is the environment visibly clean? (12, 15, 52)	Check walls, windows, ceilings, fans and light fittings are free from dust/debris/insects etc				
2	Is the environment free from any visible damage?	Check for flaking paint, damaged walls/ceilings/window frames and surfaces. Check for evidence of action taken to repair				



Care Setting Process Improvement Tool : Care Homes

Question Set: Environment - Lounge Environment

Observation: 1

Room Function: Lounge/Living/Sitting Room

Room No.: 1

Room:

	Question	Guidance	Yes	No	N/A	Comment
3	Is furniture made of impermeable and washable materials? (53)	Check furniture.				
4	Are all furnishings and fittings visibly clean? (52)	Check all areas are clean, behind and under surfaces.				
5	Are all furnishings and fittings in a good state of repair? (84, 85, 95)	Where there is damage, check for evidence of action taken to ensure repair or replacement.				
6	Are all surfaces smooth, impervious (for easy cleaning) and with coved edges? (20, 53, 80, 84)	Check all surfaces				
7	Is the floor visibly clean? (20, 52, 84, 85, 86)	Check the edges and corners are clean and free of dust and grit.				
8	Is the flooring in a good state of repair? (52, 53)	Check for rips and tears.				
9	Is the environment tidy and uncluttered?	Check all areas are accessible for cleaning.				
10	Are curtains/blinds visibly clean? (52, 84, 85, 86)	Check curtains and blinds.				

Question Set Comments/Recommendations for Environment - Lounge Environment

Question Set: Environment - Dining Environment

Observation: 1

Room Function: Dining Room/Cafe

Room No.: 1

Room:

	Question	Guidance	Yes	No	N/A	Comment
1	Is the environment visibly clean? (12, 15, 52)	Check walls, windows, ceilings, fans and light fittings are free from dust/debris/insects etc				
2	Is the environment free from any visible damage?	Check for flaking paint, damaged walls/ceilings/window frames and surfaces. Check for evidence of action taken to repair				
3	Is furniture made of impermeable and washable materials? (53)	Check furniture.				
4	Are all furnishings and fittings visibly clean? (52)	Check all areas are clean, behind and under surfaces.				
5	Are all furnishings and fittings in a good state of repair? (84, 85, 95)	Where there is damage, check for evidence of action taken to ensure repair or replacement.				



Care Setting Process Improvement Tool : Care Homes

Question Set: Environment - Dining Environment

Observation: 1

Room Function: Dining Room/Cafe

Room No.: 1

Room: _____

	Question	Guidance	Yes	No	N/A	Comment
6	Are all surfaces smooth, impervious (for easy cleaning) and with coved edges? (20, 53, 80, 84)	Check all surfaces				
7	Is the floor visibly clean? (20, 52, 84, 85, 86)	Check the edges and corners are clean and free of dust and grit.				
8	Is the flooring in a good state of repair? (52, 53)	Check for rips and tears.				
9	Is the environment tidy and uncluttered?	Check all areas are accessible for cleaning.				
10	Are curtains/blinds visibly clean? (52, 84, 85, 86)	Check curtains and blinds.				

Question Set Comments/Recommendations for Environment - Dining Environment

Question Set: Environment - Resident Bedrooms - General

Observation: 1

Room Function: Bedroom

Room No.: 1

Room: _____

	Question	Guidance	Yes	No	N/A	Comment
1	Is the environment visibly clean? (15, 20, 52, 53, 80, 84, 86)	Check walls, windows, ceilings, fans and light fittings are free from dust/debris/insects etc				
2	Is the environment free from any visible damage? (20, 53, 77, 80, 84, 85, 95)	Check for flaking paint, damaged walls/ceilings/window frames and surfaces. Check for evidence of action taken to repair				
3	Are all furnishings and fittings visibly clean? (20, 31, 52, 84, 85, 86)	Check all areas are clean, behind and under surfaces.				
4	Are all furnishings and fittings in a good state of repair? (84, 85, 95)	Where there is damage, check for evidence of action taken to ensure repair or replacement.				
5	Is the floor visibly clean? (20, 52, 84, 85, 86)	Check the edges and corners are clean and free of dust and grit.				
6	Is the flooring in a good state of repair? (52, 53)	Check for rips and tears.				
7	Is there a designated hand wash basin? (15, 53, 80, 82, 90)	Visually check.				
8	Is the hand wash basin accessible? (53, 80, 90)	Check for obstructions e.g. equipment				
9	Is the hand wash basin in a good state of repair? (15)	Check there are no cracks or chips.				



Care Setting Process Improvement Tool : Care Homes

Question Set: Environment - Resident Bedrooms - General

Observation: 1

Room Function: Bedroom

Room No.: 1

Room: _____

	Question	Guidance	Yes	No	N/A	Comment
10	Is the hand wash basin visibly clean? (52, 84)	Check plugholes and overflows for cleanliness & build up of limescale.				
11	Is liquid soap available for staff use?	Check soap is not topped up and is suitable for frequent use e.g. doesn't contain perfume & colorants				
12	Are paper towels available from an enclosed dispenser? (53, 80, 90)	Paper towels should be soft tissue with enough in the dispenser for the next two washes.				
13	Is the paper towel dispenser visibly clean? (90)	Check underside of dispenser.				
14	Is there a hands-free domestic waste bin available for the disposal of paper towels? (53, 56, 80)	Visually check				
15	Is the foot pedal of the domestic waste bin in good working order? (53, 80)	Check the foot pedal opens the lid.				
16	Is the domestic waste bin visibly clean, including lid and pedal? (23, 85, 86)	Check bins are clean externally and internally.				
17	Is the domestic waste bin in good condition? (23, 85, 86)	Check for rust i.e. underneath lid.				
18	Are commodes in a good state of repair? (20, 84)	Check for rust and damage.				
19	Are the commodes visibly clean and ready for use? (20, 52, 84)	Check underneath the seat, the underside, frame and foot rest and check there is a system of assurance that the commode has been cleaned.				
20	Is a risk assessment made to assess if pillows should be enclosed in a washable, impervious cover?	Ask a member of Staff.				
21	Are pillows visibly clean and in a good state of repair? (84, 85, 86)	Check visually for staining and damage				
22	Is a risk assessment made to assess if bed mattresses are enclosed in a washable, impervious cover?	Ask a member of staff.				
23	Are bed mattresses visibly clean and in a good state of repair?	Check 3				
24	Is manual handling equipment visibly clean? (77, 78, 82)	Check for body substances, dust, dirt, debris or adhesive tape				
25	Are plastic wash bowls visibly clean and dry?	Check for soap scum/debris/scratches/scoring. Check minimum of three plastic wash bowls				
26	Are en-suite toilets visibly clean?	Check a minimum of three resident rooms				



Care Setting Process Improvement Tool : Care Homes

Question Set: Environment - Resident Bedrooms - General

Observation: 1

Room Function: Bedroom

Room No.: 1

Room: _____

	Question	Guidance	Yes	No	N/A	Comment
27	Is the en-suite bathroom visibly clean?	Check for visible cleanliness				

Question Set Comments/Recommendations for Environment - Resident Bedrooms - General

Question Set: Environment - Resident Bedrooms - General

Observation: 1

Room Function: Bedroom

Room No.: 2

Room: _____

	Question	Guidance	Yes	No	N/A	Comment
1	Is the environment visibly clean? (15, 20, 52, 53, 80, 84, 86)	Check walls, windows, ceilings, fans and light fittings are free from dust/debris/insects etc				
2	Is the environment free from any visible damage? (20, 53, 77, 80, 84, 85, 95)	Check for flaking paint, damaged walls/ceilings/window frames and surfaces. Check for evidence of action taken to repair				
3	Are all furnishings and fittings visibly clean? (20, 31, 52, 84, 85, 86)	Check all areas are clean, behind and under surfaces.				
4	Are all furnishings and fittings in a good state of repair? (84, 85, 95)	Where there is damage, check for evidence of action taken to ensure repair or replacement.				
5	Is the floor visibly clean? (20, 52, 84, 85, 86)	Check the edges and corners are clean and free of dust and grit.				
6	Is the flooring in a good state of repair? (52, 53)	Check for rips and tears.				
7	Is there a designated hand wash basin? (15, 53, 80, 82, 90)	Visually check.				
8	Is the hand wash basin accessible? (53, 80, 90)	Check for obstructions e.g. equipment				
9	Is the hand wash basin in a good state of repair? (15)	Check there are no cracks or chips.				
10	Is the hand wash basin visibly clean? (52, 84)	Check plugholes and overflows for cleanliness & build up of limescale.				
11	Is liquid soap available for staff use?	Check soap is not topped up and is suitable for frequent use e.g. doesn't contain perfume & colorants				
12	Are paper towels available from an enclosed dispenser? (53, 80, 90)	Paper towels should be soft tissue with enough in the dispenser for the next two washes.				
13	Is the paper towel dispenser visibly clean? (90)	Check underside of dispenser.				



Care Setting Process Improvement Tool : Care Homes

Question Set: Environment - Resident Bedrooms - General

Observation: 1

Room Function: Bedroom

Room No.: 2

Room: _____

	Question	Guidance	Yes	No	N/A	Comment
14	Is there a hands-free domestic waste bin available for the disposal of paper towels? (53, 56, 80)	Visually check				
15	Is the foot pedal of the domestic waste bin in good working order? (53, 80)	Check the foot pedal opens the lid.				
16	Is the domestic waste bin visibly clean, including lid and pedal? (23, 85, 86)	Check bins are clean externally and internally.				
17	Is the domestic waste bin in good condition? (23, 85, 86)	Check for rust i.e. underneath lid.				
18	Are commodes in a good state of repair? (20, 84)	Check for rust and damage.				
19	Are the commodes visibly clean and ready for use? (20, 52, 84)	Check underneath the seat, the underside, frame and foot rest and check there is a system of assurance that the commode has been cleaned.				
20	Is a risk assessment made to assess if pillows should be enclosed in a washable, impervious cover?	Ask a member of Staff.				
21	Are pillows visibly clean and in a good state of repair? (84, 85, 86)	Check visually for staining and damage				
22	Is a risk assessment made to assess if bed mattresses are enclosed in a washable, impervious cover?	Ask a member of staff.				
23	Are bed mattresses visibly clean and in a good state of repair?	Check 3				
24	Is manual handling equipment visibly clean? (77, 78, 82)	Check for body substances, dust, dirt, debris or adhesive tape				
25	Are plastic wash bowls visibly clean and dry?	Check for soap scum/debris/scratches/scoring. Check minimum of three plastic wash bowls				
26	Are en-suite toilets visibly clean?	Check a minimum of three resident rooms				
27	Is the en-suite bathroom visibly clean?	Check for visible cleanliness				

Question Set Comments/Recommendations for Environment - Resident Bedrooms - General



Care Setting Process Improvement Tool : Care Homes

Question Set: Environment - Resident Bedrooms - General

Observation: 1

Room Function: Bedroom

Room No.: 3

Room: _____

	Question	Guidance	Yes	No	N/A	Comment
1	Is the environment visibly clean? (15, 20, 52, 53, 80, 84, 86)	Check walls, windows, ceilings, fans and light fittings are free from dust/debris/insects etc				
2	Is the environment free from any visible damage? (20, 53, 77, 80, 84, 85, 95)	Check for flaking paint, damaged walls/ceilings/window frames and surfaces. Check for evidence of action taken to repair				
3	Are all furnishings and fittings visibly clean? (20, 31, 52, 84, 85, 86)	Check all areas are clean, behind and under surfaces.				
4	Are all furnishings and fittings in a good state of repair? (84, 85, 95)	Where there is damage, check for evidence of action taken to ensure repair or replacement.				
5	Is the floor visibly clean? (20, 52, 84, 85, 86)	Check the edges and corners are clean and free of dust and grit.				
6	Is the flooring in a good state of repair? (52, 53)	Check for rips and tears.				
7	Is there a designated hand wash basin? (15, 53, 80, 82, 90)	Visually check.				
8	Is the hand wash basin accessible? (53, 80, 90)	Check for obstructions e.g. equipment				
9	Is the hand wash basin in a good state of repair? (15)	Check there are no cracks or chips.				
10	Is the hand wash basin visibly clean? (52, 84)	Check plugholes and overflows for cleanliness & build up of limescale.				
11	Is liquid soap available for staff use?	Check soap is not topped up and is suitable for frequent use e.g. doesn't contain perfume & colorants				
12	Are paper towels available from an enclosed dispenser? (53, 80, 90)	Paper towels should be soft tissue with enough in the dispenser for the next two washes.				
13	Is the paper towel dispenser visibly clean? (90)	Check underside of dispenser.				
14	Is there a hands-free domestic waste bin available for the disposal of paper towels? (53, 56, 80)	Visually check				
15	Is the foot pedal of the domestic waste bin in good working order? (53, 80)	Check the foot pedal opens the lid.				
16	Is the domestic waste bin visibly clean, including lid and pedal? (23, 85, 86)	Check bins are clean externally and internally.				
17	Is the domestic waste bin in good condition? (23, 85, 86)	Check for rust i.e. underneath lid.				



Care Setting Process Improvement Tool : Care Homes

Question Set: Environment - Resident Bedrooms - General

Observation: 1

Room Function: Bedroom

Room No.: 3

Room: _____

	Question	Guidance	Yes	No	N/A	Comment
18	Are commodes in a good state of repair? (20, 84)	Check for rust and damage.				
19	Are the commodes visibly clean and ready for use? (20, 52, 84)	Check underneath the seat, the underside, frame and foot rest and check there is a system of assurance that the commode has been cleaned.				
20	Is a risk assessment made to assess if pillows should be enclosed in a washable, impervious cover?	Ask a member of Staff.			<input checked="" type="checkbox"/>	
21	Are pillows visibly clean and in a good state of repair? (84, 85, 86)	Check visually for staining and damage				
22	Is a risk assessment made to assess if bed mattresses are enclosed in a washable, impervious cover?	Ask a member of staff.			<input checked="" type="checkbox"/>	
23	Are bed mattresses visibly clean and in a good state of repair?	Check 3				
24	Is manual handling equipment visibly clean? (77, 78, 82)	Check for body substances, dust, dirt, debris or adhesive tape				
25	Are plastic wash bowls visibly clean and dry?	Check for soap scum/debris/scratches/scoring. Check minimum of three plastic wash bowls				
26	Are en-suite toilets visibly clean?	Check a minimum of three resident rooms			<input checked="" type="checkbox"/>	
27	Is the en-suite bathroom visibly clean?	Check for visible cleanliness			<input checked="" type="checkbox"/>	

Question Set Comments/Recommendations for Environment - Resident Bedrooms - General

Question Set: Environment - Bathroom Environment

Observation: 1

Room Function: Bath/Shower Room

Room No.: 1

Room: _____

	Question	Guidance	Yes	No	N/A	Comment
1	Is the environment visibly clean? (15, 20, 52, 53, 80, 84, 86)	Check walls, windows, ceilings, fans and light fittings are free from dust/debris/insects etc				
2	Is the environment free from any visible damage? (20, 53, 77, 80, 84, 85, 95)	Check for flaking paint, damaged walls/ceilings/window frames and surfaces. Check for evidence of action taken to repair				
3	Are all surfaces smooth, impervious (for easy cleaning) and with coved edges? (20, 53, 80, 84)	Check all surfaces				



Care Setting Process Improvement Tool : Care Homes

Question Set: Environment - Bathroom Environment

Observation: 1

Room Function: Bath/Shower Room

Room No.: 1

Room: _____

	Question	Guidance	Yes	No	N/A	Comment
4	Is the floor visibly clean? (20, 52, 84, 85, 86)	Check the edges and corners are clean and free of dust and grit.				
5	Is the floor covering washable and impervious to moisture? (20, 53, 80, 84)	Is the floor covering appropriate for the room				
6	Is the flooring in a good state of repair? (52, 53)	Check for rips and tears.				
7	Is there a designated hand wash basin? (15, 53, 80, 82, 90)	Visually check.				
8	Is the hand wash basin accessible? (53, 80, 90)	Check for obstructions e.g. equipment				
9	Is the hand wash basin in a good state of repair? (15)	Check there are no cracks or chips.				
10	Is the hand wash basin visibly clean? (52, 84)	Check plugholes and overflows for cleanliness & build up of limescale.				
11	Are hand wash basins free from extraneous items? (53)	e.g. mugs, medicine pots etc				
12	Is liquid soap available?	Check there is at least enough for the next two uses.				
13	Is the soap dispenser visibly clean? (90)	Check the nozzle for build up of soap and debris				
14	Are paper towels available from an enclosed dispenser? (53, 80, 90)	Paper towels should be soft tissue with enough in the dispenser for the next two washes.				
15	Is the paper towel dispenser visibly clean? (90)	Check underside of dispenser.				
16	Is there a hands-free domestic waste bin available for the disposal of paper towels? (53, 56, 80)	Visually check				
17	Is the foot pedal of the domestic waste bin in good working order? (53, 80)	Check the foot pedal opens the lid.				
18	Is the domestic waste bin visibly clean, including lid and pedal? (23, 85, 86)	Check bins are clean externally and internally.				
19	Is the domestic waste bin in good condition? (23, 85, 86)	Check for rust i.e. underneath lid.				
20	Are all toiletries single resident use?	Check for evidence of communal toiletries				
21	Are baths/showers visibly clean? (20, 84, 85, 86)	Visually check				



Care Setting Process Improvement Tool : Care Homes

Question Set: Environment - Bathroom Environment

Observation: 1

Room Function: Bath/Shower Room

Room No.: 1

Room:

	Question	Guidance	Yes	No	N/A	Comment
22	Are shower curtains visibly clean? (20, 84, 85, 86)	Check for mould.				
23	Are anti-slip bath mats visibly clean and free from mould?	Check round suction cups for evidence of dirt or mould.				
24	Are hoists visibly clean and in a good state of repair? (77, 78, 82)	Visually check.				
25	Are bathrooms free from inappropriate items?	Check for equipment storage.				
26	Are appropriate cleaning materials available for staff to clean the bath/shower between uses?	Check that there is information provided on where cleaning materials are stored				

Question Set Comments/Recommendations for Environment - Bathroom Environment

Question Set: Environment - Bathroom Environment

Observation: 1

Room Function: Bath/Shower Room

Room No.: 2

Room:

	Question	Guidance	Yes	No	N/A	Comment
1	Is the environment visibly clean? (15, 20, 52, 53, 80, 84, 86)	Check walls, windows, ceilings, fans and light fittings are free from dust/debris/insects etc				
2	Is the environment free from any visible damage? (20, 53, 77, 80, 84, 85, 95)	Check for flaking paint, damaged walls/ceilings/window frames and surfaces. Check for evidence of action taken to repair				
3	Are all surfaces smooth, impervious (for easy cleaning) and with coved edges? (20, 53, 80, 84)	Check all surfaces				
4	Is the floor visibly clean? (20, 52, 84, 85, 86)	Check the edges and corners are clean and free of dust and grit.				
5	Is the floor covering washable and impervious to moisture? (20, 53, 80, 84)	Is the floor covering appropriate for the room				
6	Is the flooring in a good state of repair? (52, 53)	Check for rips and tears.				
7	Is there a designated hand wash basin? (15, 53, 80, 82, 90)	Visually check.				
8	Is the hand wash basin accessible? (53, 80, 90)	Check for obstructions e.g. equipment				



Care Setting Process Improvement Tool : Care Homes

Question Set: Environment - Bathroom Environment

Observation: 1

Room Function: Bath/Shower Room

Room No.: 2

Room: _____

	Question	Guidance	Yes	No	N/A	Comment
9	Is the hand wash basin in a good state of repair? (15)	Check there are no cracks or chips.				
10	Is the hand wash basin visibly clean? (52, 84)	Check plugholes and overflows for cleanliness & build up of limescale.				
11	Are hand wash basins free from extraneous items? (53)	e.g. mugs, medicine pots etc				
12	Is liquid soap available?	Check there is at least enough for the next two uses.				
13	Is the soap dispenser visibly clean? (90)	Check the nozzle for build up of soap and debris				
14	Are paper towels available from an enclosed dispenser? (53, 80, 90)	Paper towels should be soft tissue with enough in the dispenser for the next two washes.				
15	Is the paper towel dispenser visibly clean? (90)	Check underside of dispenser.				
16	Is there a hands-free domestic waste bin available for the disposal of paper towels? (53, 56, 80)	Visually check				
17	Is the foot pedal of the domestic waste bin in good working order? (53, 80)	Check the foot pedal opens the lid.				
18	Is the domestic waste bin visibly clean, including lid and pedal? (23, 85, 86)	Check bins are clean externally and internally.				
19	Is the domestic waste bin in good condition? (23, 85, 86)	Check for rust i.e. underneath lid.				
20	Are all toiletries single resident use?	Check for evidence of communal toiletries				
21	Are baths/showers visibly clean? (20, 84, 85, 86)	Visually check				
22	Are shower curtains visibly clean? (20, 84, 85, 86)	Check for mould.				
23	Are anti-slip bath mats visibly clean and free from mould?	Check round suction cups for evidence of dirt or mould.				
24	Are hoists visibly clean and in a good state of repair? (77, 78, 82)	Visually check.				
25	Are bathrooms free from inappropriate items?	Check for equipment storage.				
26	Are appropriate cleaning materials available for staff to clean the bath/shower between uses?	Check that there is information provided on where cleaning materials are stored				



Care Setting Process Improvement Tool : Care Homes



Question Set Comments/Recommendations for Environment - Bathroom Environment

Question Set: Environment - Toilet Environment

Observation: 1

Room Function: Toilet

Room No.: 1

Room:

	Question	Guidance	Yes	No	N/A	Comment
1	Is the environment visibly clean? (15, 20, 52, 53, 80, 84, 86)	Check walls, windows, ceilings, fans and light fittings are free from dust/debris/insects etc				
2	Is the environment free from any visible damage? (20, 53, 77, 80, 84, 85, 95)	Check for flaking paint, damaged walls/ceilings/window frames and surfaces. Check for evidence of action taken to repair				
3	Are all surfaces smooth, impervious (for easy cleaning) and with covered edges? (20, 53, 80, 84)	Check all surfaces				
4	Is the floor visibly clean? (20, 52, 84, 85, 86)	Check the edges and corners are clean and free of dust and grit.				
5	Is the floor covering washable and impervious to moisture? (20, 53, 80, 84)	Is the floor covering appropriate for the room				
6	Is the flooring in a good state of repair? (52, 53)	Check for rips and tears.				
7	Is there a designated hand wash basin? (15, 53, 80, 82, 90)	Visually check.				
8	Is the hand wash basin accessible? (53, 80, 90)	Check for obstructions e.g. equipment				
9	Is the hand wash basin in a good state of repair? (15)	Check there are no cracks or chips.				
10	Is the hand wash basin visibly clean? (52, 84)	Check plugholes and overflows for cleanliness & build up of limescale.				
11	Are hand wash basins free from extraneous items? (53)	e.g. mugs, medicine pots etc				
12	Is liquid soap available?	Check there is at least enough for the next two uses.				
13	Is the soap dispenser visibly clean? (90)	Check the nozzle for build up of soap and debris				
14	Are paper towels available from an enclosed dispenser? (53, 80, 90)	Paper towels should be soft tissue with enough in the dispenser for the next two washes.				
15	Is the paper towel dispenser visibly clean? (90)	Check underside of dispenser.				



Care Setting Process Improvement Tool : Care Homes

Question Set: Environment - Toilet Environment

Observation: 1

Room Function: Toilet

Room No.: 1

Room: _____

	Question	Guidance	Yes	No	N/A	Comment
16	Is there a hands-free domestic waste bin available for the disposal of paper towels? (53, 56, 80)	Visually check				
17	Is the foot pedal of the domestic waste bin in good working order? (53, 80)	Check the foot pedal opens the lid.				
18	Is the domestic waste bin visibly clean, including lid and pedal? (23, 85, 86)	Check bins are clean externally and internally.				
19	Is the domestic waste bin in good condition? (23, 85, 86)	Check for rust i.e. underneath lid.				
20	Are toilet(s) visibly clean? (20, 52, 84, 85, 86)	Check underneath the toilet seat.				
21	Are the toilet(s) in a good state of repair?	Check for damage				
22	Is there a mechanism to ensure that toilet cleaning can be carried out as needed? (20, 82, 84, 85, 86)	Check for supply of detergent wipes or other cleaner.			<input checked="" type="checkbox"/>	
23	Are toilets free from inappropriate items?	Check for items that are not used in a toilet.			<input checked="" type="checkbox"/>	
24	Are toilet brushes and holders visibly clean? (20, 84, 85, 86)	Check two for evidence.				
25	Are light pull cords and red emergency pull cords and toggles visibly clean? (85)	Check the cords				
26	Are raised toilet seats visibly clean and stored off the floor? (20, 84)	Check underneath the raised seat				

Question Set Comments/Recommendations for Environment - Toilet Environment

Question Set: Environment - Toilet Environment

Observation: 1

Room Function: Toilet

Room No.: 2

Room: _____

	Question	Guidance	Yes	No	N/A	Comment
1	Is the environment visibly clean? (15, 20, 52, 53, 80, 84, 86)	Check walls, windows, ceilings, fans and light fittings are free from dust/debris/insects etc				
2	Is the environment free from any visible damage? (20, 53, 77, 80, 84, 85, 95)	Check for flaking paint, damaged walls/ceilings/window frames and surfaces. Check for evidence of action taken to repair				



Care Setting Process Improvement Tool : Care Homes

Question Set: Environment - Toilet Environment

Observation: 1

Room Function: Toilet

Room No.: 2

Room: _____

	Question	Guidance	Yes	No	N/A	Comment
3	Are all surfaces smooth, impervious (for easy cleaning) and with coved edges? (20, 53, 80, 84)	Check all surfaces				
4	Is the floor visibly clean? (20, 52, 84, 85, 86)	Check the edges and corners are clean and free of dust and grit.				
5	Is the floor covering washable and impervious to moisture? (20, 53, 80, 84)	Is the floor covering appropriate for the room				
6	Is the flooring in a good state of repair? (52, 53)	Check for rips and tears.				
7	Is there a designated hand wash basin? (15, 53, 80, 82, 90)	Visually check.				
8	Is the hand wash basin accessible? (53, 80, 90)	Check for obstructions e.g. equipment				
9	Is the hand wash basin in a good state of repair? (15)	Check there are no cracks or chips.				
10	Is the hand wash basin visibly clean? (52, 84)	Check plugholes and overflows for cleanliness & build up of limescale.				
11	Are hand wash basins free from extraneous items? (53)	e.g. mugs, medicine pots etc				
12	Is liquid soap available?	Check there is at least enough for the next two uses.				
13	Is the soap dispenser visibly clean? (90)	Check the nozzle for build up of soap and debris				
14	Are paper towels available from an enclosed dispenser? (53, 80, 90)	Paper towels should be soft tissue with enough in the dispenser for the next two washes.				
15	Is the paper towel dispenser visibly clean? (90)	Check underside of dispenser.				
16	Is there a hands-free domestic waste bin available for the disposal of paper towels? (53, 56, 80)	Visually check				
17	Is the foot pedal of the domestic waste bin in good working order? (53, 80)	Check the foot pedal opens the lid.				
18	Is the domestic waste bin visibly clean, including lid and pedal? (23, 85, 86)	Check bins are clean externally and internally.				
19	Is the domestic waste bin in good condition? (23, 85, 86)	Check for rust i.e. underneath lid.				



Care Setting Process Improvement Tool : Care Homes

Question Set: Environment - Toilet Environment

Observation: 1

Room Function: Toilet

Room No.: 2

Room: _____

	Question	Guidance	Yes	No	N/A	Comment
20	Are toilet(s) visibly clean? (20, 52, 84, 85, 86)	Check underneath the toilet seat.				
21	Are the toilet(s) in a good state of repair?	Check for damage				
22	Is there a mechanism to ensure that toilet cleaning can be carried out as needed? (20, 82, 84, 85, 86)	Check for supply of detergent wipes or other cleaner.			<input checked="" type="checkbox"/>	
23	Are toilets free from inappropriate items?	Check for items that are not used in a toilet.			<input checked="" type="checkbox"/>	
24	Are toilet brushes and holders visibly clean? (20, 84, 85, 86)	Check two for evidence.				
25	Are light pull cords and red emergency pull cords and toggles visibly clean? (85)	Check the cords				
26	Are raised toilet seats visibly clean and stored off the floor? (20, 84)	Check underneath the raised seat				

Question Set Comments/Recommendations for Environment - Toilet Environment

Question Set: Environment - Clean Utility Environment

Observation: 1

Room Function: Clean Utility

Room No.: 1

Room: _____

	Question	Guidance	Yes	No	N/A	Comment
1	Is the environment visibly clean? (15, 20, 52, 53, 80, 84, 86)	Check walls, windows, ceilings, fans and light fittings are free from dust/debris/insects etc				
2	Is the environment free from any visible damage? (20, 53, 77, 80, 84, 85, 95)	Check for flaking paint, damaged walls/ceilings/window frames and surfaces. Check for evidence of action taken to repair				
3	Is furniture made of impermeable and washable materials? (53, 84, 85, 95)	Check furniture.				
4	Is the furniture visibly clean?	Check the furniture, especially the underside of tables.				
5	Is the furniture in a good state of repair?	Check for rips and tears.				
6	Are all surfaces smooth, impervious (for easy cleaning) and with coved edges? (20, 53, 80, 84)	Check all surfaces				
7	Is the floor visibly clean? (20, 52, 84, 85, 86)	Check the edges and corners are clean and free of dust and grit.				



Care Setting Process Improvement Tool : Care Homes

Question Set: Environment - Clean Utility Environment

Observation: 1

Room Function: Clean Utility

Room No.: 1

Room: _____

	Question	Guidance	Yes	No	N/A	Comment
8	Is the floor covering washable and impervious to moisture? (20, 53, 80, 84)	Is the floor covering appropriate for the room				
9	Is the flooring in a good state of repair? (52, 53)	Check for rips and tears.				
10	Is there a designated hand wash basin? (15, 53, 80, 82, 90)	Visually check.				
11	Is the hand wash basin plug free? (15)	Check the hand wash basin does not have a plug.				
12	Is the hand wash basin overflow free? (15)	Check the hand wash basin does NOT have an overflow				
13	Is the waste offset so the water does not flow directly into it? (15)	Check the water from the tap does NOT flow directly into the plug hole.				
14	Are elbow/sensor taps available? (15)	Visually check				
15	If no elbow or sensor taps, are staff aware of how to turn off the taps with a paper towel? (15)	Observe practice or ask a member of staff to describe procedure.				
16	Are mixer taps or thermostatically controlled water available? (15)	Test water temperature				
17	Is the hand wash basin accessible? (53, 80, 90)	Check for obstructions e.g. equipment				
18	Is the hand wash basin in a good state of repair? (15)	Check there are no cracks or chips.				
19	Is the hand wash basin visibly clean? (52, 84)	Check plugholes and overflows for cleanliness & build up of limescale.				
20	Are hand wash basins free from extraneous items? (53)	e.g. mugs, medicine pots etc				
21	Is the soap dispensed from a single use cartridge? (53, 80, 90, 92, 94)	Check cartridge, there should be enough soap for the next two uses.				
22	Is the liquid soap dispenser wall mounted?	Check that the soap dispenser is wall mounted.				
23	Is the soap dispenser visibly clean? (90)	Check the nozzle for build up of soap and debris				
24	Are paper towels available from an enclosed dispenser? (53, 80, 90)	Paper towels should be soft tissue with enough in the dispenser for the next two washes.				
25	Is the paper towel dispenser visibly clean? (90)	Check underside of dispenser.				
26	Is there a promotional hand hygiene poster displayed? (90)	Check for poster. It should be laminated, clean and relevant to the room.				



Care Setting Process Improvement Tool : Care Homes

Question Set: Environment - Clean Utility Environment

Observation: 1

Room Function: Clean Utility

Room No.: 1

Room: _____

	Question	Guidance	Yes	No	N/A	Comment
27	Is there a hands-free domestic waste bin available for the disposal of paper towels? (53, 56, 80)	Visually check				
28	Is the foot pedal of the domestic waste bin in good working order? (53, 80)	Check the foot pedal opens the lid.				
29	Is the domestic waste bin visibly clean, including lid and pedal? (23, 85, 86)	Check bins are clean externally and internally.				
30	Is the domestic waste bin in good condition? (23, 85, 86)	Check for rust i.e. underneath lid.				
31	Are alcohol based hand rub bottles available at the point of care? (55, 90)	Check it is within reach, this may be a personal dispenser				
32	Are alcohol based hand rub dispensers visibly clean? (90)	Check there is no build up on the nozzle. The dispenser should be functioning with enough solution in the dispenser for the next two uses.				
33	Is there a designated work surface/trolley for clinical procedures? i.e. dressings (20, 84)	Check visually.				
34	Are dressing trolleys/trays structurally sound and in a good state of repair? (20, 84)	Visually check				
35	Are dressing trolley/trays visibly clean? (20, 84)	Check that there is no tape/debris or bulldog clips permanently attached. Check for visible cleanliness and where shelves of trolley's are removable, check both surfaces				
36	Are all products stored above floor level? (84)	Visually check.				
37	Is there sufficient storage space?	Check there are no items stored on the floor and tops of cupboards				
38	Are all areas free from clutter and inappropriate items?	Check the area can easily be cleaned				
39	Are shelves used to store sterile products visibly clean? (20, 52, 84, 85, 86)	Check behind items.				
40	Are all cupboards visibly clean?	Check two cupboards				
41	Is the drug refrigerator used for the storage of drugs only?	Check for items other than drugs in the refrigerator e.g. specimens, food.				
42	Are all posters able to be cleaned?	Check posters are wipe-able i.e. laminated				



Care Setting Process Improvement Tool : Care Homes



Question Set Comments/Recommendations for Environment - Clean Utility Environment

Question Set: Environment - Dirty Utility Environment

Observation: 1

Room Function: Dirty Utility/Sluice

Room No.: 1

Room:

	Question	Guidance	Yes	No	N/A	Comment
1	Does the dirty utility room meet minimum standards for registration? (15, 19)	Check for sluice hopper/washer heat disinfectant/macerator/deep sink for manual cleaning; whichever is applicable.				
2	Is the environment visibly clean? (15, 20, 52, 53, 80, 84, 86)	Check walls, windows, ceilings, fans and light fittings are free from dust/debris/insects etc				
3	Is the environment free from any visible damage? (20, 53, 77, 80, 84, 85, 95)	Check for flaking paint, damaged walls/ceilings/window frames and surfaces. Check for evidence of action taken to repair				
4	Are all furnishings and fittings visibly clean? (20, 31, 52, 84, 85, 86)	Check all areas are clean, behind and under surfaces.				
5	Are all furnishings and fittings in a good state of repair? (84, 85, 95)	Where there is damage, check for evidence of action taken to ensure repair or replacement.				
6	Are all surfaces smooth, impervious (for easy cleaning) and with coved edges? (20, 53, 80, 84)	Check all surfaces				
7	Is the floor visibly clean? (20, 52, 84, 85, 86)	Check the edges and corners are clean and free of dust and grit.				
8	Is the floor covering washable and impervious to moisture? (20, 53, 80, 84)	Is the floor covering appropriate for the room				
9	Is the flooring in a good state of repair? (52, 53)	Check for rips and tears.				
10	Are all work surfaces smooth, impervious, with coved edges to facilitate easy cleaning? (20, 53, 80, 84)	Check all work surfaces.				
11	Are all work surfaces visibly clean? (53)	Check all work surfaces throughout the room are dust free, clean and dry.				
12	Is the dirty utility room free from clutter and inappropriate items? (20, 84)	Check that inappropriate items are not stored in the sluice which might become inadvertently contaminated				
13	Is there a designated hand wash basin? (15, 53, 80, 82, 90)	Visually check.				
14	Is the hand wash basin plug free? (15)	Check the hand wash basin does not have a plug.				
15	Is the hand wash basin overflow free? (15)	Check the hand wash basin does NOT have an overflow				



Care Setting Process Improvement Tool : Care Homes

Question Set: Environment - Dirty Utility Environment

Observation: 1

Room Function: Dirty Utility/Sluice

Room No.: 1

Room: _____

	Question	Guidance	Yes	No	N/A	Comment
16	Is the waste offset so the water does not flow directly into it? (15)	Check the water from the tap does NOT flow directly into the plug hole.				
17	Are elbow/sensor taps available? (15)	Visually check				
18	If no elbow or sensor taps, are staff aware of how to turn off the taps with a paper towel? (15)	Observe practice or ask a member of staff to describe procedure.				
19	Are mixer taps or thermostatically controlled water available? (15)	Test water temperature				
20	Is the hand wash basin accessible? (53, 80, 90)	Check for obstructions e.g. equipment				
21	Is the hand wash basin in a good state of repair? (15)	Check there are no cracks or chips.				
22	Is the hand wash basin visibly clean? (52, 84)	Check plugholes and overflows for cleanliness & build up of limescale.				
23	Are hand wash basins free from extraneous items? (53)	e.g. mugs, medicine pots etc				
24	Is the soap dispensed from a single use cartridge? (53, 80, 90, 92, 94)	Check cartridge, there should be enough soap for the next two uses.				
25	Is the liquid soap dispenser wall mounted?	Check that the soap dispenser is wall mounted.				
26	Is the soap dispenser visibly clean? (90)	Check the nozzle for build up of soap and debris				
27	Are paper towels available from an enclosed dispenser? (53, 80, 90)	Paper towels should be soft tissue with enough in the dispenser for the next two washes.				
28	Is the paper towel dispenser visibly clean? (90)	Check underside of dispenser.				
29	Is there a promotional hand hygiene poster displayed? (90)	Check for poster. It should be laminated, clean and relevant to the room.				
30	Is there a hands-free domestic waste bin available for the disposal of paper towels? (53, 56, 80)	Visually check				
31	Is the foot pedal of the domestic waste bin in good working order? (53, 80)	Check the foot pedal opens the lid.				
32	Is the domestic waste bin visibly clean, including lid and pedal? (23, 85, 86)	Check bins are clean externally and internally.				
33	Is the domestic waste bin in good condition? (23, 85, 86)	Check for rust i.e. underneath lid.				



Care Setting Process Improvement Tool : Care Homes

Question Set: Environment - Dirty Utility Environment

Observation: 1

Room Function: Dirty Utility/Sluice

Room No.: 1

Room: _____

	Question	Guidance	Yes	No	N/A	Comment
34	Is there a dedicated deep sink for washing used equipment? (53)	Visually check.				
35	Is there a disposal unit available for disposal of body fluids? (20, 53, 80)	Visually check				
36	Are cleaning/disinfectant products available for decontamination of equipment and the environment? (60)	Check there are cleaning and disinfectant products available as per policy and that there are instructions on use e.g. poster				
37	Can staff describe which products should be used for routine cleaning?	Check responses of two staff against local guidance.				
38	Is a high level disinfectant available e.g. hypochlorite for environmental/equipment disinfection?	Check products available				
39	Are staff aware of the procedures to be used when removing body fluid spillages? (60, 85, 86)	Ask a member of staff to describe the procedure				
40	Are all posters able to be cleaned?	Check posters are wipe-able i.e. laminated				
41	Is personal protective equipment available? (20)	Check for gloves, aprons and eye protection				
42	Are re-usable bedpans and urinals processed through a washer disinfectant? (53, 80)	Check for a washer disinfectant to process bedpans/urinals				
43	Are bedpans and urinals visibly clean?	Visually check.				
44	Is the macerator or bedpan washer visibly clean?	Visually check.				
45	Is the macerator or bedpan washer in good working order?	Check macerator is working correctly by closing the lid, applying water (enough to cover seal), start machine and check for air bubbles rising from seal or small splashes. (Please check with manufacturer's instructions first and wear eye protection) If intact, no bubbles or splashing will be seen. Check macerator is empty at the end of the cycle. OR Bed pan washer is visibly clean and meeting the appropriate temperature of 80 degrees C for 1 minute.				
46	Is the washer heat disinfectant tested and maintained in line with HTM 2030 or equivalent? (15, 53)	Check: Records for periodic testing. Bedpan washer is reaching the appropriate temp of 80 degrees C for one minute (HTM 2030).				
47	Is there evidence of a planned maintenance contract for macerators/bedpan washers?	Ask to see maintenance documentation.				



Care Setting Process Improvement Tool : Care Homes

Question Set: Environment - Dirty Utility Environment

Observation: 1

Room Function: Dirty Utility/Sluice

Room No.: 1

Room:

	Question	Guidance	Yes	No	N/A	Comment
48	Is there evidence of a contingency plan should the macerator/bedpan washer break down?	Ask for written contingency plan.				
49	Is the dirty utility room separate from resident's toilet and bathing facilities?	Check function of the room.				
50	Are bedpans and urinals stored correctly to minimise contamination? (84)	Check bedpans and urinals are stored inverted on racks				
51	Is the rack visibly clean and in good condition?	Visually check				
52	Are commodes in a good state of repair? (20, 84)	Check for rust and damage.				
53	Are the commodes visibly clean and ready for use? (20, 52, 84)	Check underneath the seat, the underside, frame and foot rest and check there is a system of assurance that the commode has been cleaned.				
54	Is the room free from communal items? (20)	Check for creams, flannels, cleansing foam etc				
55	Are catheter stands visibly clean? (20, 84)	Check stands				
56	Are measuring jugs either disposable or processed through a washer disinfectant? (20)	Check for disposable jugs/washer disinfectant				
57	Are items sent for service, inspection or repair, appropriately cleaned and/or disinfected, and a label of contamination status attached? (82, 87)	Ask to see labels used to mark items being sent for service, inspection or repair.				
58	Is there a hands free waste bin available for the disposal of offensive waste? (23, 53, 90)	Visually check.				
59	Is the foot pedal of the offensive waste bin in good working order? (53, 80)	Check the foot pedal opens the lid.				
60	Is the offensive waste bin visibly clean, including lid and pedal? (23, 85, 86)	Check bins are clean externally and internally.				

Question Set Comments/Recommendations for Environment - Dirty Utility Environment



Care Setting Process Improvement Tool : Care Homes

Question Set: Environment - Housekeeper/Cleaners Room

Observation: 1

Room Function: Cleaners/Domestics Room

Room No.: 1

Room: _____

	Question	Guidance	Yes	No	N/A	Comment
1	Is there a dedicated room for storage of cleaning equipment? (53, 80)	Check that equipment is stored in a dedicated store [separate from other items] e.g. linen, sterile supplies.				
2	Is the environment visibly clean? (15, 20, 52, 53, 80, 84, 86)	Check walls, windows, ceilings, fans and light fittings are free from dust/debris/insects etc				
3	Is the environment free from any visible damage? (20, 53, 77, 80, 84, 85, 95)	Check for flaking paint, damaged walls/ceilings/window frames and surfaces. Check for evidence of action taken to repair				
4	Is furniture made of impermeable and washable materials? (53, 84, 85, 95)	Check furniture.				
5	Are all furnishings and fittings visibly clean? (20, 31, 52, 84, 85, 86)	Check all areas are clean, behind and under surfaces.				
6	Are all furnishings and fittings in a good state of repair? (84, 85, 95)	Where there is damage, check for evidence of action taken to ensure repair or replacement.				
7	Are all surfaces smooth, impervious (for easy cleaning) and with coved edges? (20, 53, 80, 84)	Check all surfaces				
8	Is the floor visibly clean? (20, 52, 84, 85, 86)	Check the edges and corners are clean and free of dust and grit.				
9	Is the floor covering washable and impervious to moisture? (20, 53, 80, 84)	Is the floor covering appropriate for the room				
10	Is the flooring in a good state of repair? (52, 53)	Check for rips and tears.				
11	Is there a designated hand wash basin? (15, 53, 80, 82, 90)	Visually check.				
12	Is the hand wash basin plug free? (15)	Check the hand wash basin does not have a plug.				
13	Is the hand wash basin overflow free? (15)	Check the hand wash basin does NOT have an overflow				
14	Is the waste offset so the water does not flow directly into it? (15)	Check the water from the tap does NOT flow directly into the plug hole.				
15	Are elbow/sensor taps available? (15)	Visually check				
16	If no elbow or sensor taps, are staff aware of how to turn off the taps with a paper towel? (15)	Observe practice or ask a member of staff to describe procedure.				
17	Are mixer taps or thermostatically controlled water available? (15)	Test water temperature				



Care Setting Process Improvement Tool : Care Homes

Question Set: Environment - Housekeeper/Cleaners Room

Observation: 1

Room Function: Cleaners/Domestics Room

Room No.: 1

Room: _____

	Question	Guidance	Yes	No	N/A	Comment
18	Is the hand wash basin accessible? (53, 80, 90)	Check for obstructions e.g. equipment				
19	Is the hand wash basin in a good state of repair? (15)	Check there are no cracks or chips.				
20	Is the hand wash basin visibly clean? (52, 84)	Check plugholes and overflows for cleanliness & build up of limescale.				
21	Are hand wash basins free from extraneous items? (53)	e.g. mugs, medicine pots etc				
22	Is the soap dispensed from a single use cartridge? (53, 80, 90, 92, 94)	Check cartridge, there should be enough soap for the next two uses.				
23	Is the liquid soap dispenser wall mounted?	Check that the soap dispenser is wall mounted.				
24	Is the soap dispenser visibly clean? (90)	Check the nozzle for build up of soap and debris				
25	Are paper towels available from an enclosed dispenser? (53, 80, 90)	Paper towels should be soft tissue with enough in the dispenser for the next two washes.				
26	Is the paper towel dispenser visibly clean? (90)	Check underside of dispenser.				
27	Is there a promotional hand hygiene poster displayed? (90)	Check for poster. It should be laminated, clean and relevant to the room.				
28	Is there a hands-free domestic waste bin available for the disposal of paper towels? (53, 56, 80)	Visually check				
29	Is the foot pedal of the domestic waste bin in good working order? (53, 80)	Check the foot pedal opens the lid.				
30	Is the domestic waste bin visibly clean, including lid and pedal? (23, 85, 86)	Check bins are clean externally and internally.				
31	Is the domestic waste bin in good condition? (23, 85, 86)	Check for rust i.e. underneath lid.				
32	Is there a disposal unit for the disposal of contaminated waste water? (53, 80)	Check there is a disposal unit.				
33	Are mops and buckets stored clean and dry? (52)	Check storage and cleanliness of mops and buckets				
34	Are detachable mop bucket wringers removed and cleaned daily?	Remove and check underneath				
35	Are mop heads laundered or disposable? (52)	Check local policy for frequency and that mop heads are in a good state of repair.				



Care Setting Process Improvement Tool : Care Homes

Question Set: Environment - Housekeeper/Cleaners Room

Observation: 1

Room Function: Cleaners/Domestics Room

Room No.: 1

Room:

	Question	Guidance	Yes	No	N/A	Comment
36	Is there a colour coding system in place for cleaning equipment? (52, 53, 80, 85, 86)	Check equipment is colour coded and posters are displayed and the available equipment is coloured as per poster				
37	Is cleaning equipment and machinery left clean and dry after use? (52, 85, 86)	Visually check				
38	Are cleaning cloths laundered or disposable?	Observe practice or ask a member of staff to describe procedure.				

Question Set Comments/Recommendations for Environment - Housekeeper/Cleaners Room



Care Setting Process Improvement Tool : Care Homes



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Care Setting Process Improvement Tool : Care Homes

Module: Linen Management

Date: Auditors:

Room Function: Linen Room No.: 1 Room:

Standard: Linen is managed and handled appropriately to prevent cross infection

Question Set: Linen Management - Linen Management

Observation: 1

Room Function: Linen Room No.: 1 Room:

	Question	Guidance	Yes	No	N/A	Comment
1	Is there a designated area for the storage of clean linen which is separate to used linen?	Check for linen in sluice or bathroom.				
2	Is the environment visibly clean? (15, 20, 52, 53, 80, 84, 86)	Check walls, windows, ceilings, fans and light fittings are free from dust/debris/insects etc				
3	Is the environment free from any visible damage? (20, 53, 77, 80, 84, 85, 95)	Check for flaking paint, damaged walls/ceilings/window frames and surfaces. Check for evidence of action taken to repair				
4	Is the floor visibly clean? (20, 52, 84, 85, 86)	Check the edges and corners are clean and free of dust and grit.				
5	Is the flooring in a good state of repair? (52, 53)	Check for rips and tears.				
6	Is all linen stored off the floor?	Visually check				
7	Is the area /room used to store clean linen free from inappropriate items? (53, 80)	Check linen area store for inappropriate equipment, Christmas trees, hair dressing equipment etc.				
8	Is used linen placed directly into appropriate colour coded bags/containers at the point of use? (38)	Observe practice or ask a member of staff to describe procedure.				
9	Are water-soluble bags used for soiled and/or infected linen? (38)	Observe practice or ask a member of staff to describe procedure also check availability of bags.				
10	Are used linen bags/containers less than 2/3rds full? (38)	Check linen bags/containers can be secured				
11	Are re-useable linen bags laundered after use?	Ask laundry staff.				
12	Are rigid linen containers/trolleys visibly clean?	Check cleanliness.				
13	Is used linen stored in a designated area until collection, e.g. sluice room, dirty utility room? (38, 53)	Ask a member of staff which room used linen is stored in.				
14	Do staff wear disposable gloves and aprons when handling soiled linen? (20)	Observe practice or ask a member of staff to describe procedure.				

**Care Setting Process Improvement Tool : Care Homes**

Question Set Comments/Recommendations for Linen Management - Linen Management

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- 84 Control of the Environment Policy and Procedure. In: Infection Control Team HPS, editor: NHS National Services Scotland, 2009 www.documents.hps.scot.nhs.uk/hai/infection-control/sicp/environment/mic-p-environment-2009-02.pdf
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Care Setting Process Improvement Tool : Care Homes

Module: Laundry Room

Date: Auditors:

Room Function: Laundry Room No.: 1 Room:

Standard: The laundry room is managed and handled appropriately to prevent cross infection.

Question Set: Laundry Room - Laundry Room

Observation: 1

Room Function: Laundry Room No.: 1 Room:

	Question	Guidance	Yes	No	N/A	Comment
1	Is there a designated area for laundering used linen, which is well away from food preparation areas OR used linen, is laundered via a commercial laundry/hospital? (12, 13)	Check function of adjacent rooms.				
2	Is there a dirty to clean flow in the room?	Check there is no crossover of dirty and clean area's				
3	Is the environment visibly clean? (15, 20, 52, 53, 80, 84, 86)	Check walls, windows, ceilings, fans and light fittings are free from dust/debris/insects etc				
4	Is the environment free from any visible damage? (20, 53, 77, 80, 84, 85, 95)	Check for flaking paint, damaged walls/ceilings/window frames and surfaces. Check for evidence of action taken to repair				
5	Are all furnishings and fittings visibly clean? (20, 31, 52, 84, 85, 86)	Check all areas are clean, behind and under surfaces.				
6	Are all furnishings and fittings in a good state of repair? (84, 85, 95)	Where there is damage, check for evidence of action taken to ensure repair or replacement.				
7	Are all surfaces smooth, impervious (for easy cleaning) and with coved edges? (20, 53, 80, 84)	Check all surfaces				
8	Is the floor visibly clean? (20, 52, 84, 85, 86)	Check the edges and corners are clean and free of dust and grit.				
9	Is the floor covering washable and impervious to moisture? (20, 53, 80, 84)	Is the floor covering appropriate for the room				
10	Is the flooring in a good state of repair? (52, 53)	Check for rips and tears.				
11	Are all work surfaces smooth, impervious, with coved edges to facilitate easy cleaning? (20, 53, 80, 84)	Check all work surfaces.				
12	Are all work surfaces visibly clean? (53)	Check all work surfaces throughout the room are dust free, clean and dry.				
13	Is there a designated hand wash basin? (15, 53, 80, 82, 90)	Visually check.				
14	Are mixer taps or thermostatically controlled water available? (15)	Test water temperature				



Care Setting Process Improvement Tool : Care Homes

Question Set: Laundry Room - Laundry Room

Observation: 1

Room Function: Laundry

Room No.: 1

Room: _____

	Question	Guidance	Yes	No	N/A	Comment
15	Is the hand wash basin accessible? (53, 80, 90)	Check for obstructions e.g. equipment				
16	Is the hand wash basin in a good state of repair? (15)	Check there are no cracks or chips.				
17	Is the hand wash basin visibly clean? (52, 84)	Check plugholes and overflows for cleanliness & build up of limescale.				
18	Is the soap dispensed from a single use cartridge? (53, 80, 90, 92, 94)	Check cartridge, there should be enough soap for the next two uses.				
19	Is the liquid soap dispenser wall mounted?	Check that the soap dispenser is wall mounted.				
20	Is the soap dispenser visibly clean? (90)	Check the nozzle for build up of soap and debris				
21	Are paper towels available from an enclosed dispenser? (53, 80, 90)	Paper towels should be soft tissue with enough in the dispenser for the next two washes.				
22	Is the paper towel dispenser visibly clean? (90)	Check underside of dispenser.				
23	Is there a promotional hand hygiene poster displayed? (90)	Check for poster. It should be laminated, clean and relevant to the room.				
24	Is there a hands-free domestic waste bin available for the disposal of paper towels? (53, 56, 80)	Visually check				
25	Is the foot pedal of the domestic waste bin in good working order? (53, 80)	Check the foot pedal opens the lid.				
26	Is the domestic waste bin visibly clean, including lid and pedal? (23, 85, 86)	Check bins are clean externally and internally.				
27	Is the domestic waste bin in good condition? (23, 85, 86)	Check for rust i.e. underneath lid.				
28	Is there written guidance regarding how to use the washing machine/tumble dryer? (38)	Ask to see guidance.				
29	Is all soiled linen initially laundered on a pre-wash (sluice) machine cycle? (38)	Observe practice or ask a member of staff to describe procedure.				
30	Is the washing machine an industrial machine? (38)	Check that it is not a domestic washing machine.				
31	Is the tumble dryer an industrial machine? (38)	Check it is not a domestic machine.				



Care Setting Process Improvement Tool : Care Homes

Question Set: Laundry Room - Laundry Room

Observation: 1

Room Function: Laundry

Room No.: 1

Room:

	Question	Guidance	Yes	No	N/A	Comment
32	Is the tumble dryer vented to the outside? (38)	Check for pipe.				
33	Is the washing machine and tumble dryer on a pre-planned maintenance programme? (38)	Check records				
34	Are disposable gloves available?	Visually check.				
35	Are single use plastic aprons available? (20, 79)	Check they are readily available.				
36	Is the laundry room free from food and drink? (53)	Check for evidence.				

Question Set Comments/Recommendations for Laundry Room - Laundry Room



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Care Setting Process Improvement Tool : Care Homes

Module: Food Hygiene

Date: Auditors:

Standard: Procedures will be in place to ensure that food will be prepared, stored and served to minimise the risk of cross infection.

Question Set: Food Hygiene - Food Storage

Observation: 1

	Question	Guidance	Yes	No	N/A	Comment
1	Is food belonging to individual residents stored in the fridge labelled with their name/date and expiry/eat by date? (13, 72)	Check a selection of items				
2	Is staff food in the fridge labelled with their name and date when it should be consumed by? (72)	Check a selection of items				
3	Is the fridge free from medicines and specimens?	Check for specimen's and medicine.				
4	Are food supplement drinks discarded 4 hours after opening or in accordance with labelling instructions? (13)	Observe practice or ask a member of staff to describe procedure.				
5	Is food stored in residents rooms checked daily to ensure it is free from mould and pests and within expiry dates? (72)	Check food in resident's room.				

Question Set Comments/Recommendations for Food Hygiene - Food Storage

Question Set: Food Hygiene - Water Cooler/Ice Making Machines

Observation: 1

	Question	Guidance	Yes	No	N/A	Comment
1	Are water coolers/ice machines on a portable supply e.g. mains or treated water supply? (12, 72)	Visually check.				
2	Is the water cooler/ice making machine cleaned at least once a week according to the manufacturer's instructions? (12, 72)	Ask a member of staff about practice, check local instructions.				
3	Is the water cooler/ice machine on a planned maintenance programme? (12)	Ask for evidence (written).				
4	If used for consumption, does the ice making machine dispense ice from a nozzle directly into a receptacle on demand?	Check that it's not dispensed into a storage container.				

Question Set Comments/Recommendations for Food Hygiene - Water Cooler/Ice Making Machines



Care Setting Process Improvement Tool : Care Homes

Question Set: Food Hygiene - Food Handling/Serving

Observation: 1

	Question	Guidance	Yes	No	N/A	Comment
1	Do staff wash their hands when entering the kitchen area? (72)	Ask a member of staff about practice.				
2	Do staff serving meals or feeding residents wear clean designated tunics OR colour coded disposable aprons? (13, 72)	Observe practice or ask a member of staff to describe procedure.				
3	Do staff wash their hands prior to serving meals/feeding residents? (13, 20, 72)	Observe practice or ask a member of staff to describe procedure.				
4	Are residents always offered the opportunity to wash their hands before meal times? (72)	Observe practice or ask a member of staff to describe procedure.				

Question Set Comments/Recommendations for Food Hygiene - Food Handling/Serving

- 12 Department of Health (2006) Infection Control Guidance for Care Homes. London: Department of Health.
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[http://www2.nphs.wales.nhs.uk:8080/WHAIPDocs.nsf/61c1e930f9121fd080256f2a004937ed/5523c78f45f742ce80257305003d0e71/\\$FILE/Guidelines%20for%20Care%20Homes%20FINAL%20V9.doc.pdf](http://www2.nphs.wales.nhs.uk:8080/WHAIPDocs.nsf/61c1e930f9121fd080256f2a004937ed/5523c78f45f742ce80257305003d0e71/$FILE/Guidelines%20for%20Care%20Homes%20FINAL%20V9.doc.pdf)
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- 72 Regulation (European Commission) number 852/2004 of the European Parliament and of the Council of 29 April 2004 on the hygiene of foodstuffs



Care Setting Process Improvement Tool : Care Homes

Module: Sharps Handling and Disposal

Date: Auditors:

Standard: Sharps are managed safely to reduce the risk of inoculation injury.

Question Set: Sharps Handling and Disposal - Sharps Handling and Disposal

Observation: 1

	Question	Guidance	Yes	No	N/A	Comment
1	Are staff aware of the procedure for managing an inoculation contamination injury? (20, 81)	Ask two members of staff to describe the procedure.			<input checked="" type="checkbox"/>	
2	Do the sharps containers conform to BS7320 (1990)/UN 3291 standards? (20)	Check all bins				
3	Are sharps containers assembled correctly? (20)	Check that the lids are secure on the sharps bins in use.				
4	Are all sharps containers labelled or tagged with date, locality and a signature on assembly? (20)	Check the labels on all sharps bins in use.			<input checked="" type="checkbox"/>	
5	Are all sharps bins free from protruding sharps? (20)	Check all sharps bins in use			<input checked="" type="checkbox"/>	
6	Are the contents of all sharps containers below the `fill line`? (20)	Check all sharps containers are not overfilled.				
7	Are in use sharps containers safely positioned and out of reach of vulnerable people? (20)	Check bins are not stored in an open access area and are positioned at a safe height.				
8	Are sharps container lids temporarily closed in between use?	Visually check.				
9	Are sharps disposed of safely and at the point of use? (12, 20)	Observe practice or ask a member of staff to describe procedure. Also check that clean trays/bins are available and are compatible with the bins in use.				
10	Are used needles and syringes discarded as a complete single unit? (20)	Observe practice or ask a member of staff to describe procedure.				
11	Are used sharps disposed of without re-sheathing? (20)	Observe practice or ask a member of staff to describe procedure.				
12	Has training been provided where needle safe devices are in use? (20)	Ask a member of staff to explain how a device works where in use.				
13	Are locked sharps containers stored in a secure facility away from public access until collected for disposal? (20)	Check sharps bins awaiting collection.			<input checked="" type="checkbox"/>	

Question Set Comments/Recommendations for Sharps Handling and Disposal - Sharps Handling and Disposal



Care Setting Process Improvement Tool : Care Homes

- 12 Department of Health (2006) Infection Control Guidance for Care Homes. London: Department of Health.
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- 81 Department of Health (1998) Guidance for Clinical Health Care Workers: Protection Against Infection with Blood-borne Virus Recommendations of the Expert Advisory Group on AIDS and the Advisory Group on Hepatitis



Care Setting Process Improvement Tool : Care Homes

Module: Waste Management

Date: Auditors:

Standard: Waste is managed safely and in accordance with legislation so as to minimise the risk of infection or injury to residents, staff and the public.

Question Set: Waste Management - Waste Management

Observation: 1

	Question	Guidance	Yes	No	N/A	Comment
1	Are waste bags capable of being securely tied?	Check bags are no more than two thirds full				
2	Are separate waste streams available in accordance with local guidance? (12, 23)	Check that different coloured bags are available e.g. for offensive and infectious/healthcare risk waste.				
3	Are infectious/healthcare risk waste bags labelled before storage and disposal? (12)	Observe practice or ask a member of staff to describe procedure.				
4	Are offensive waste bags labelled before storage and disposal? (23)	Observe practice or ask a member of staff to describe procedure.				
5	Is infectious/healthcare risk waste stored separately to domestic waste in a secure designated storage facility/area? (12, 23)	Check waste is stored separately and the area is locked.				
6	Is offensive waste stored separately to domestic waste in a secure designated storage facility/area? (23)	Check waste is stored separately and the area is locked.				
7	Is infectious/healthcare risk waste removed by a registered contractor with a valid licence? (12, 23)	Ask to see written evidence.				
8	Is offensive waste removed by a registered contractor with a valid licence? (23)	Ask to see written evidence.				
9	Are outside waste containers or storage/waste compound areas secure? (12)	Check the door is locked if compound if large bin only check lid is locked and the bin is securely fastened e.g. to the wall.				
10	Are outside waste containers or storage/waste compound areas kept clean and tidy and without evidence of vermin and/or inappropriate/extraneous items? (12)	Check there are no items on the floor and behind the bin/s.				

Question Set Comments/Recommendations for Waste Management - Waste Management

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Care Setting Process Improvement Tool : Care Homes

Module: Personal Protective Equipment

Date: Auditors:

Standard: Personal protective equipment is available and is worn for asepsis, transmission based precautions and contact with body fluids.

Question Set: Personal Protective Equipment - Personal Protective Equipment

Observation: 1

	Question	Guidance	Yes	No	N/A	Comment
1	Are single use plastic aprons available? (20)	Check they are readily available.				
2	Are single use plastic aprons stored appropriately away from the risk of contamination? (12, 20)	e.g. not stored in the dirty utility room				
3	Is a single use apron worn when in contact or anticipated contact with body fluids or contaminated items or significant physical contact? (12, 20)	Observe practice or ask a member of staff to describe procedure.			<input checked="" type="checkbox"/>	
4	Are single use aprons worn as single use items and changed between every resident? (12, 20, 75)	Observe staff during the audit to assess whether aprons are changed between residents.			<input checked="" type="checkbox"/>	
5	Are single use aprons changed between different episodes of care on the same resident? (20, 75, 79)	Check apron is changed when moving from dirty procedure to clean procedure.			<input checked="" type="checkbox"/>	
6	Is there a range of sizes of sterile and non-sterile powder free gloves available? (12, 20, 75)	Check gloves are readily available by obtaining a pair. Check gloves conform to CE mark (European Community standards).				
7	Are polythene gloves only used for non care activities? (20, 75)	Gloves may be used for food handling. Observe practice or ask a member of staff to describe procedure.				
8	Are gloves stored appropriately? (20)	Check visually that gloves are stored away from the risk of contamination and heat sources.				
9	Are gloves worn when any invasive procedure is performed? (20)	Observe practice such as insertion of invasive device e.g. catheter or ask a member of staff to describe the procedure.				
10	Are gloves worn when in contact or anticipated contact with body fluids or in potential contact with contaminated items? (20)	Observe practice such as handling of contaminated dressings/cleaning equipment			<input checked="" type="checkbox"/>	
11	Are gloves removed after care activity and hand hygiene performed? (20)	Check gloves are not worn when handling records, answering phone etc.			<input checked="" type="checkbox"/>	
12	Is eye and face protection worn by staff when anticipating contact with blood and body fluids with a high risk of splashing into the face and eyes? (20)	Observe practice or ask a member of staff to describe procedure.			<input checked="" type="checkbox"/>	

**Care Setting Process Improvement Tool : Care Homes**

Question Set Comments/Recommendations for Personal Protective Equipment - Personal Protective Equipment

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Care Setting Process Improvement Tool : Care Homes

Module: Pets and Pet (as Therapy) Visitors

Date: Auditors:

Standard: Pets and Pet (as Therapy) Visitors will be managed appropriately to minimise the risk of cross infection

Question Set: Pets and Pet (as Therapy) Visitors - Pets

Observation: 1

	Question	Guidance	Yes	No	N/A	Comment
1	Is there evidence of an up-to-date health schedule for pets and pet visitors? (12, 13)	Ask for evidence of vaccination and treatment for worms, fleas etc.				
2	Are food storage/food preparation/dining/clinical/laundry/sluiice areas kept free of pets and their belongings? (12, 13, 73)	Check for beds, feeding bowls, cat litter trays etc?				
3	Are food containers, once opened, kept separate from food for human consumption? (12)	Check for pet food.				
4	Do staff, residents and visitors wash their hands after having contact with pets and pet visitors? (73, 74)	Observe practice or ask a member of staff to describe procedure.				
5	Are litter boxes cleaned daily by non-pregnant members of staff? (12)	Observe practice or ask a member of staff to describe procedure.				
6	Do staff wear personal protective equipment to clean pet bedding/cat litter trays? (12)	Observe practice or ask a member of staff to describe procedure.				

Question Set Comments/Recommendations for Pets and Pet (as Therapy) Visitors - Pets

- 12 Department of Health (2006) Infection Control Guidance for Care Homes. London: Department of Health.
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Care Setting Process Improvement Tool : Care Homes



Module: Resident Equipment

Date: Auditors:

Standard: All resident equipment is cleaned and maintained appropriately to prevent cross infection.

Question Set: Resident Equipment - Management of Equipment

Observation: 1

	Question	Guidance	Yes	No	N/A	Comment
1	Is all equipment detailed on a cleaning schedule? (77, 78, 82, 83, 84, 85, 86)	Ask to see cleaning schedule and check it is comprehensive. Is all equipment documented?				
2	Are schedules completed, signed and up to date with frequencies and responsibilities identified? (77, 78, 82, 84, 85, 86)	Check schedules are completed, signed and up to date.				
3	Are items sent for service, inspection or repair, appropriately cleaned and/or disinfected, and a label of contamination status attached? (82, 87)	Ask to see labels used to mark items being sent for service, inspection or repair.				
4	Are sterile products stored above floor level? (54)	Check store/clean utility/treatment etc.				
5	Are sterile packs sealed and undamaged? (54, 77, 78, 82)	Check a selection of packs.				
6	Are all sterile items in date? (54, 77, 78, 82)	Check a selection of items				
7	Can staff describe the symbol used to indicate single use items? (87)	Ask a member of staff to describe the symbol				
8	Are all re-usable instruments returned to a sterile services provider for decontamination? (67)	Check laryngoscope blades, handles, supra glottic airways.				
9	Are cleaning products available for routine cleaning of equipment? (68)	Check against local policy/guidelines. Check availability, for example look in dirty utility rooms.				

Question Set Comments/Recommendations for Resident Equipment - Management of Equipment

Question Set: Resident Equipment - Monitoring & Physiological Equipment

Observation: 1

	Question	Guidance	Yes	No	N/A	Comment
1	Is all equipment in a good state of repair? (29)	Check for evidence of the repair/replacement of damaged or broken equipment.				
2	Is blood pressure monitoring equipment visibly clean? (77, 78, 82)	Check there is no sticky tape or other attachments which prevents effective cleaning				
3	Are all stethoscopes visibly clean? (77, 78, 82)	Check for body substances, dust, dirt, debris or adhesive tape				



Care Setting Process Improvement Tool : Care Homes



Question Set: Resident Equipment - Monitoring & Physiological Equipment

Observation: 1

	Question	Guidance	Yes	No	N/A	Comment
4	Is blood glucose monitoring equipment visibly clean? (77, 78, 82)	Check for body substances, dust, dirt, debris or adhesive tape				
5	Is all equipment routinely cleaned between every patient with general purpose detergent or as per local policy/manufacturer's instructions where this differs? (77, 78, 82)	Observe practice or ask a member of staff to describe procedure.				
6	Are tourniquet's single use or decontaminated between uses? (77, 78, 82)	Visually check				
7	Are thermometers visibly clean and in a good state of repair?	Visibly check.				

Question Set Comments/Recommendations for Resident Equipment - Monitoring & Physiological Equipment

Question Set: Resident Equipment - Resuscitation Equipment

Observation: 1

	Question	Guidance	Yes	No	N/A	Comment
1	Is the resuscitation trolley visibly clean? (85)	Check trolley for dust and debris				
2	Are items on the resuscitation trolley visibly clean? (77, 78, 82)	Check three items on the trolley				
3	Is resuscitation equipment either single use or reprocessed through a sterile services provider? (77, 78, 82, 87)	Check laryngoscope blades, ambu bags, face masks.				

Question Set Comments/Recommendations for Resident Equipment - Resuscitation Equipment

Question Set: Resident Equipment - Respiratory Equipment

Observation: 1

	Question	Guidance	Yes	No	N/A	Comment
1	Is the suction machine visibly clean and dry? (77, 78, 82)	Check				
2	Are nebulisers stored clean and dry between use? (77, 78, 82)	Check they are cleaned as per manufacturer's instructions or local guidelines.				
3	Are disposable suction liners used and changed between patients? (77, 78, 82)	Observe practice or ask a member of staff to describe procedure.				



Care Setting Process Improvement Tool : Care Homes

Question Set: Resident Equipment - Respiratory Equipment

Observation: 1

	Question	Guidance	Yes	No	N/A	Comment
4	Is the oxygen mask on the cylinder visibly clean and left in the packaging?	Visually check.				

Question Set Comments/Recommendations for Resident Equipment - Respiratory Equipment

Question Set: Resident Equipment - Manual Handling Equipment

Observation: 1

	Question	Guidance	Yes	No	N/A	Comment
1	Is manual handling equipment stored appropriately? (77, 78, 82, 84)	Check there are none stored in an inappropriate areas such as sluice or bathroom.				
2	Are manual handling slings/sheets single use or laundered after use? (77, 78, 82)	Inspect in use slings/question staff.				
3	Are hoists visibly clean and in a good state of repair? (77, 78, 82)	Visually check.				
4	Are PAT (Patient Assisted Transfer) slides stored off the floor? (77, 78, 82, 84)	Visually check.				

Question Set Comments/Recommendations for Resident Equipment - Manual Handling Equipment

Question Set: Resident Equipment - Miscellaneous Equipment

Observation: 1

	Question	Guidance	Yes	No	N/A	Comment
1	Are aids such as walking sticks, Zimmer frames, helping hands visibly clean and stored in a suitable area? (77, 78, 82, 87)	Check two				
2	Are wheelchairs visibly clean and in a good state of repair? (77, 78, 82, 87)	Visually check cleanliness and damage.				
3	Is stored patient equipment e.g. IV stands, pumps, mattresses, bariatric equipment visibly clean ready for use and identified as such? (77, 78, 82, 87)	Inspect stored equipment, check identification system to flag clean for use.				

Question Set Comments/Recommendations for Resident Equipment - Miscellaneous Equipment

**Care Setting Process Improvement Tool : Care Homes**

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